

This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options and statewide managed care programs in Washington State. Assessments were based on health care services and experiences of children enrolled in Healthy Options and the State Children's Health Insurance Program (SCHIP). This report describes the background of the Medicaid CAHPS® Survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

Project Background

The CAHPS® Survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS® has been implemented in Washington State by MAA for eight years. In the CAHPS® Child Survey, respondents provide information about their children's experiences with various aspects of medical care, including:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Courteous and Helpful Office Staff
- Customer Service
- Overall Satisfaction Ratings
 - Rating of Personal Doctor or Nurse
 - Rating of Specialist
 - Rating of All Health Care
 - Rating of Health Plan

Additionally, children with chronic conditions (as determined by responses to the survey questions) were evaluated on six additional composites which comprise the Children with Chronic Conditions measurement set:

- Access to Prescription Medicines
- Access to Specialized Services
- Family Centered Care: Getting Needed Information
- Family Centered Care: Personal Doctor or Nurse Who Knows Child
- Family Centered Care: Shared Decision Making
- Coordination of Care

To request a copy of this report, please call 360-725-1624, or e-mail a request to paradtl@dshs.wa.gov.

Project Goals

The primary goal of the Medicaid CAHPS® project is to provide timely and comparative health plan information to Medicaid enrollees to assist them in choosing a health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care system and the services they received through Healthy Options. This year's CAHPS® Survey results are included in the 2005 Medicaid client enrollment materials.

MAA's second goal is to provide performance feedback used to improve Medicaid clients' satisfaction with health care. CAHPS® results are provided to health plans, used to identify and correct problems, and are integrated into performance improvement projects at the health plan, provider group, and individual provider levels.